



AHCalcona health center
2023 Annual Report

FROM OUR BOARD CHAIR & CEO

As we write this message in early 2024, Alcona Health Center (AHC) is celebrating its 45th anniversary. This year we are celebrating years of bringing health care into communities and communities into healthcare. At AHC, we believe that helping people live their healthiest lives requires a patient centered approach. We work to provide the highest quality healthcare for our patients every day.

AHC providers follow clinical practice guidelines based on the best available current research and are committed to improving clinical processes and quality. We partner with northern Michigan's leading hospitals so our patients can access cutting-edge specialty care. We have on-site training programs for positions such as medical residents, medical and dental assistants, community health workers and pharmacy technicians that promote high-quality care in community health settings. We use data to identify needs across our patient population and to improve health outcomes.

AHC sees our patients as whole and unique people, with talents, strengths, goals, and the desire to be healthy in the fullest sense of what that means to each individual. We listen to what patients tell us is standing in their way of their goals, and connect them with mental health support, social services, financial assistance or supplies to help remove those barriers. We develop relationships with our patients to foster trust and nurture the belief in ongoing, preventative healthcare that leads to healthier lives. We see the unique strengths in the communities we serve and strive to employ people who share backgrounds with our patients which informs and strengthens their care.

Thank you for your support of Alcona Health Center and the communities we serve.



Left to Right -

AHC Board President - Carolyn Brummund

AHC CEO - Nancy Spencer

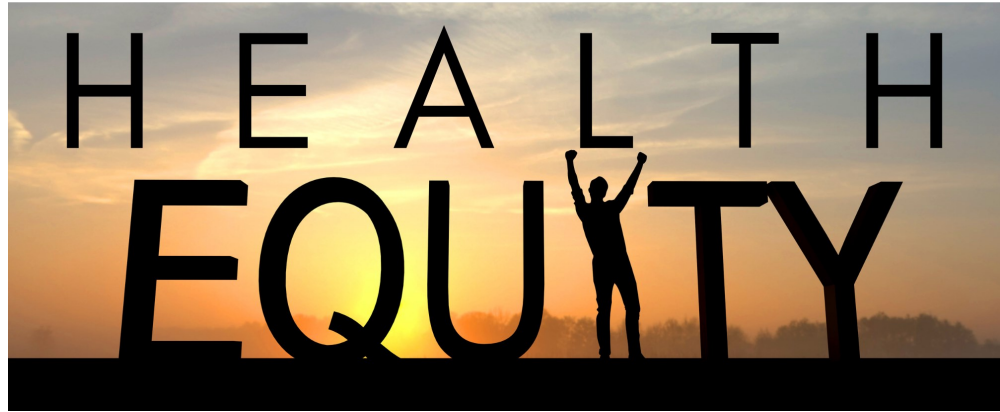
OUR MISSION

The purpose of Alcona Citizens for Health, Inc. (Alcona Health Center), shall be to promote, develop and operate such facilities and programs as are necessary to provide quality health care to all residents of Alcona County and the surrounding areas, regardless of ability to pay.

As a provider of integrated medical, dental, behavioral health, and pharmacy services, AHC can serve everyone and is in a unique position to help the most vulnerable people with high quality and low-cost care. We improve the quality of life for our patients and the communities we serve.

OUR COMMITMENT TO HEALTH EQUITY

Healthcare is a fundamental human right. Equitable access to healthcare for all is central to our mission. Our care philosophy is patient-centered, so we strive to provide culturally responsive care and an equitable, inclusive work environment for our staff. We want our health centers to be places where individual differences are respected and valued. This means ensuring persons of diverse races and ethnicity, language and literacy capability, sexual orientation, gender, income levels, and insurance status must have their needs recognized and met.



"Everyone there is so friendly..they dont make you feel out of place..caring staff for sure.. love them" ALPENA

STRATEGIC PLAN

The purpose of AHC's Strategic Plan is to set and document long-term goals and strategies for the organization. AHC remains clearly focused on providing affordable, accessible services for persons living in the communities we serve. Management, governing board, and staff will use the strategic plan initiatives to direct programs and services to meet and exceed community expectations for affordability, access, quality, and patient-centered health services. The Strategic Plan also supports the growth of our valued employees.

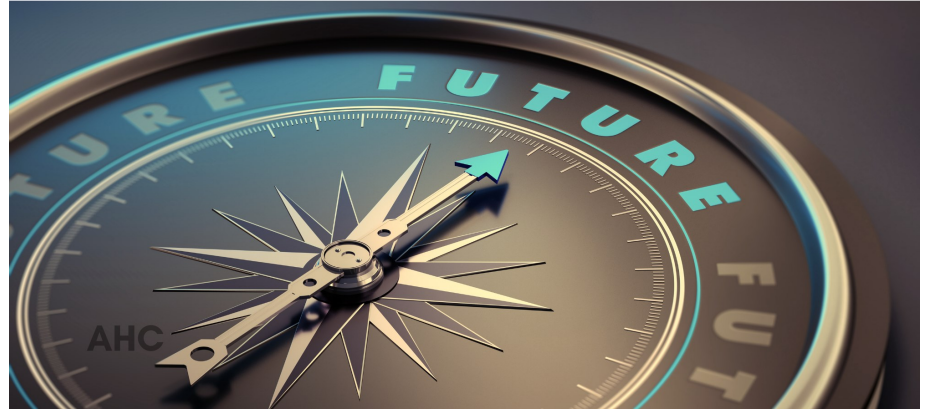
The Board and Leadership Team will continue to evaluate, assess, and adjust the strategic plan on a regular basis that is responsive to the changing healthcare environment. Our current goals include:

Goal 1 – Achieve Fiscal Stability across the organization without sacrificing quality.

Goal 2 – Attract, retain, and develop competent and engaged staff.

Goal 3 – Improve health outcomes and access to services for the population and patients we serve.

The strategic plan is the framework that all employees and governance will use for creating their planning processes and day-to-day work. It is a “living” document that will be monitored quarterly, reviewed annually, and updated every three years.



For more in depth information about our Board members and leadership team, you can visit the link here [bit.ly//AHCLeaders](https://bit.ly/AHCLeaders) or scan the QR Code.

CELEBRATING 45 YEARS!

For the past 45 years, AHC has served the needs of northern Michigan regardless of a patient's ability to pay for services.

We strongly believe that all people have the right to high-quality healthcare. Our goal is to remove barriers to care and provide high-quality, evidence-based care in a place that is convenient. We believe everyone deserves to be treated with dignity and respect.

Opening in Lincoln, Michigan in 1978 and serving as the only means to access healthcare in Alcona County, over the decades AHC has grown to operate 14 primary care facilities, three school-based clinics, a school wellness program, 19 school based behavioral health locations, two dental clinics, two remote hygiene clinics and two pharmacies. AHC is also the umbrella agency for the Children's Advocacy Center of Northeast Michigan which provides a sensitive, safe, and supportive environment to children that may have experienced sexual abuse, neglect, and physical abuse.

AHC is a non-profit, federally qualified health center (FQHC) that provides high-quality medical, dental, behavioral health and pharmacy services to families and individuals of all ages. AHC offers a Sliding Fee program which allows a discount on fees based on family income and size, for the care received at any AHC location. AHC staff can assist with insurance enrollment options and/or applying for sliding fee.

Today, AHC meets the needs of communities across six northern Michigan counties, serving more than 34,000 patients annually. We have remained focused on the long-term health of our communities through the provision of care and our community programming that helps address our patient's socioeconomic needs.

We expect to continue to grow and bring new jobs to our economy while providing a healthcare home to more people in our service area. Our goal is to provide a healthier future for all families.



PROVIDING OUR COMMUNITIES WITH INTEGRATED HEALTHCARE

In a Patient Centered Medical Home (PCMH) model, the patient has a relationship with their primary care provider (PCP) who recognizes that each of them has unique needs, cultural values and preferences. Patients will experience greater satisfaction with the care they receive, and a greater likelihood of better health outcomes.

The PCP is not the only person taking care of a patient's health needs. The PCP is part of a care team with the same goal in mind, to take care of patients both mentally and physically. This team includes the PCP, the patient, and other healthcare providers and support staff. The integrated healthcare team works together to help reach the patient's health goals.

With the PCMH model at AHC, patients can take advantage of better access to care, and less waiting time for appointments and test results. Also, patients with a chronic condition such as diabetes or high blood pressure, have regularly scheduled appointments that allow the care team the opportunity to monitor, educate, and adjust the care plan as needed.

In summary, PCMH at Alcona Health Center is a partnership among practitioners, patients and their families. A team of healthcare providers is accountable for their patients' physical and mental health care needs organized across all elements of the healthcare system with a commitment to quality and safety.



For more in depth information about our Patient Centered Medical Home model of care, you can visit the link <http://bit.ly/AHCPCMH> or scan the QR Code.



Left to Right -

**AHC Behavioral Health Director -
Phyllis Schepke, LMSW**

**AHC Associate Medical Director -
Bernie O'Brien, PAC**

ARRAY OF SERVICES

Acute Care · Behavioral Health · Care Coordination · Family Medicine · Health Education · Health Screenings · Nutrition Counseling · Oral Health Care · Outreach and Enrollment · Pediatrics · Pharmacy · Physicals · Psychiatry · School Based Services · Substance Use Disorder Treatment · Vaccinations · Well Child Visits · Wellness Classes · Translation/Interpretive Services · Walk-In

PATIENT SUPPORT SERVICES

At AHC we do whatever it takes to help patients overcome barriers to healthcare - cost, time, transportation, language. As an important part of our care team, our patient support staff help patients apply for services or resources in our communities, from insurance enrollment to assistance with daily needs – food, housing, transportation, education, and more. We are dedicated to bringing wellness to life for everyone living in northern Michigan.



Community Health Worker, Tamara Pasney from our Cheboygan Campus helps address social determinants of health, such as transportation or food insecurity. She also assists patients with insurance coverage and access to care issues.



Care Manager, Andrea Noble, LPN assists patients in our Recovery Services Program.

She offers support through health education and assists patients with setting and obtaining achievable health goals throughout their recovery journey.



Dental Care Connector, Nancy Losinski reaches out to our patients who have had recent emergency room visits to ensure that they have any follow-up care they need. She also contacts patients who have had gaps in care to assist them get back on track with their oral health.

SCHOOL BASED CARE

AHC School Based Care locations provide integrated, holistic health services and build connections within the community and schools to promote student health, well-being, and school success. Establishment of School Based Care is a partnership between a school, parents, and a sponsoring agency, such as AHC. Within a School-Based Health Center (SBHC), medical and behavioral health services are provided by licensed professionals. The program also requires establishment of a Community Advisory Council, made up of school staff, parents of school-aged children or adolescents, school health representatives and clinicians from AHC.



AHC School Based Care locations serve students across five northern Michigan school districts (Alcona, Alpena, Oscoda, Petoskey and Pickford).

Benefits of School Based Care

Removes barriers to accessing healthcare services, such as transportation and same day appointments. Students can be seen at school during the school day, missing less class, and parents/guardians do not need to miss work. (Parental consent is required except when excluded by law.) SBHC services are provided to all students at low or no cost, regardless of insurance status and all students are welcome to use clinic services.

In 2023, 1,214 students were seen for School Based Care through 7,125 visits, primarily for medical and behavioral health services.

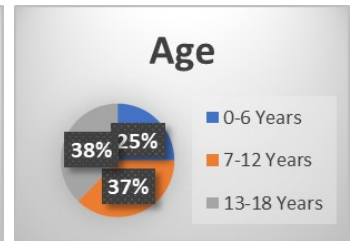
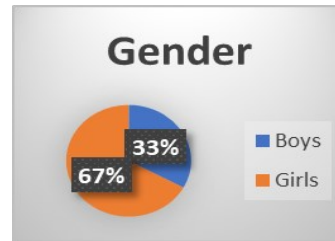
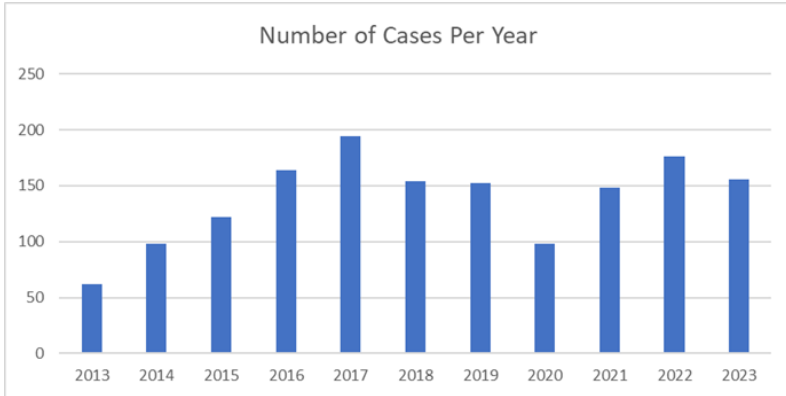


"Mathew Stevens [PAC] at the Wild Cat Clinic is great. He was good with my children when they were little and he is good with them now as young adults. They love him! I will keep them there as long as possible."
WILDCAT CLINIC

CHILDREN'S ADVOCACY CENTER

The Children's Advocacy Center of Northeast Michigan (CACNEMI) serves our region by providing comprehensive services to victims of child abuse and their families. Services of advocacy, forensic interviewing, trauma counseling, and sexual assault medical examinations each support the goal of empowering children to find their voice and the vision of eliminating child abuse. The CACNEMI uses a "child first approach" meaning the professional will always consider the child to be the main priority.

The CACNEMI was established in December 2012 and operates under the AHC umbrella, primarily serving Alcona, Alpena, Montmorency and Presque Isle counties. The CACNEMI is a child-friendly, neutral facility helping abused children by providing a safe place to receive team-based, comprehensive, coordinated services from dedicated professionals. The CACNEMI has been accredited by the National Children's Alliance since 2013.



2023 ACHIEVEMENTS

QUALITY AWARDS

AHC received the Health Resources and Services Administration's (HRSA) badges for Advancing Health Information Technology (HIT), Health Center Quality Leader, and the badge for National Committee for Quality Assurance (NCQA) Patient Centered Medical Home.

Advancing HIT

Met criteria to optimize health information technology services that advance telehealth, patient engagement, interoperability, and collection of social determinants of health to increase access to care and advance quality of care.

Health Center Quality Leader

Achieved the best overall clinical quality measure (CQM) performance among all health centers. AHC received bronze level for being in the top 21-30 percent.

Patient Centered Medical Home (PCMH)

Hold NCQA PCMH recognition in 14 delivery sites. The HRSA badges specifically outline AHC performing in the highest tiers of various quality metrics—all of which directly show patients how AHC is leading the way in quality care.



"I absolutely adore my doctor Amanda [Aube, FNP]. She makes me feel super comfortable to where I can actually talk to her about how I'm feeling mentally and physically. Everyone that works here is genuinely nice!" OSCODA

OPERATIONAL SITE VISIT

In September 2023, AHC participated in a three-day Operational Site Visit (OSV) conducted by the federal HRSA. OSVs are conducted every three years and are designed to perform a full organizational assessment in all operational areas (fiscal, clinical, administration/governance). AHC was pleased to have demonstrated full compliance with the federal Health Center Program. The surveyors were very complimentary of our organization, staff and board members.

New Location - Alpena Pediatrics

2023 saw the completion of a new 6,400 square foot pediatrics center in Alpena. The facility is an expansion of the existing Alpena campus. This new location will house a pediatrician, child and adolescent psychiatrist and a nurse practitioner who can partner with families to understand their child's health, medical and behavioral needs, challenges, and goals.

Pharmacy Services

The AHC pharmacies in Alpena and Lincoln values the community and is here to provide friendly and convenient service to our patients. As the demand for prescription services continues to grow, 2023 saw the addition of a drive-through window at our Lincoln in house pharmacy. The Alpena drive-through has been successful for many years.

The AHC drive through pharmacies allows patients to pick up their prescriptions, from the comfort of their vehicle. We are here to increase access to patients and the public who are relying on us for fast and convenient service.



"This is the best pharmacy!!! The staff is very knowledgeable and helpful." AHC PHARMACY LINCOLN

Richardson Elementary School - Owl Clinic Space

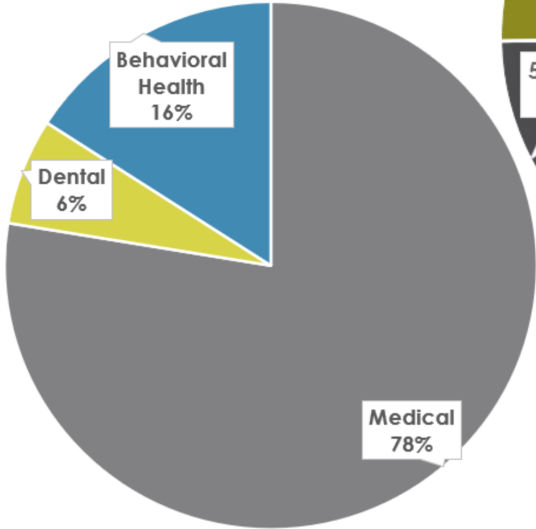
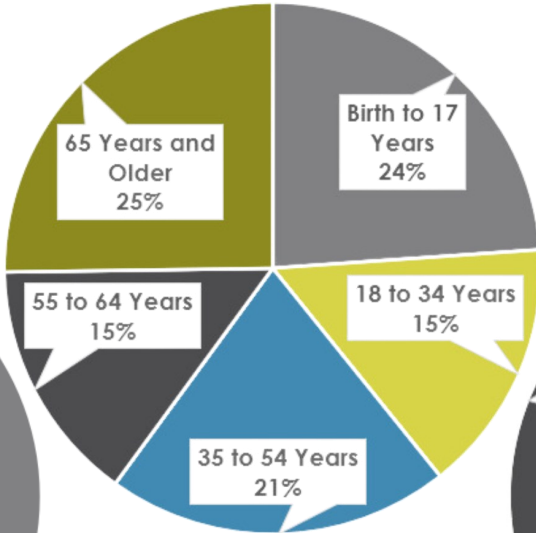
We completed the renovation of the clinic space at AHC Owl Health Extension. The facility will provide students with a better care experience.

Alpena High Health Center

We completed renovations in this location and the site is fully operational.

COMMUNITY IMPACT REPORT

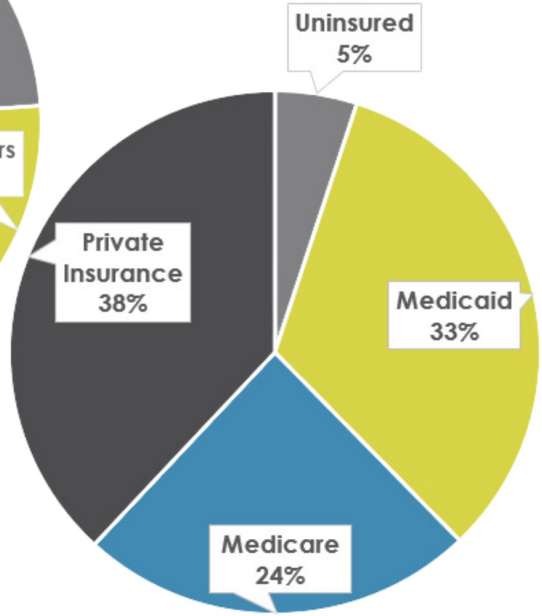
AGE RANGES SERVED



VISITS BY SERVICE TYPE

TOTAL PATIENTS
34,096

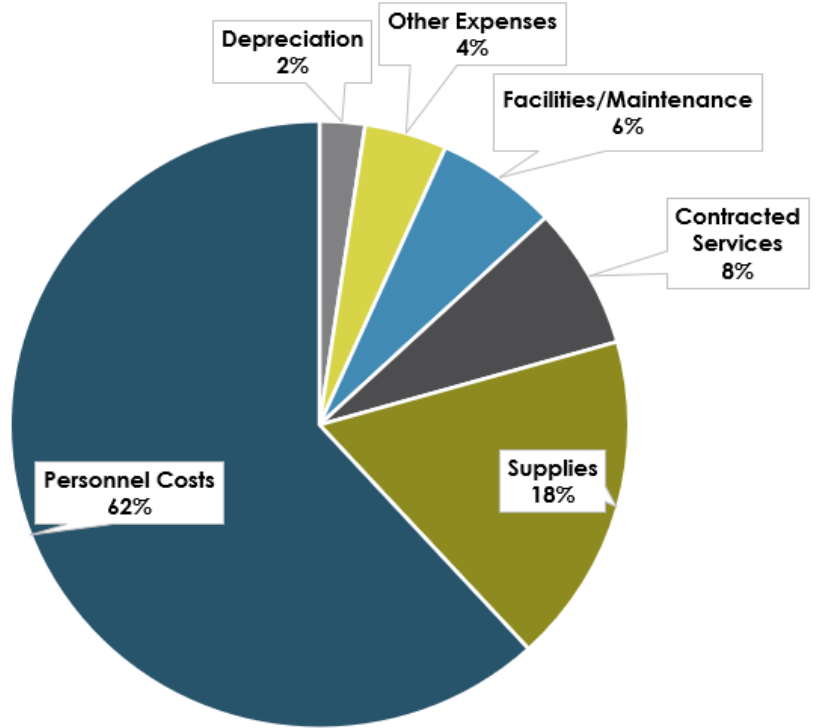
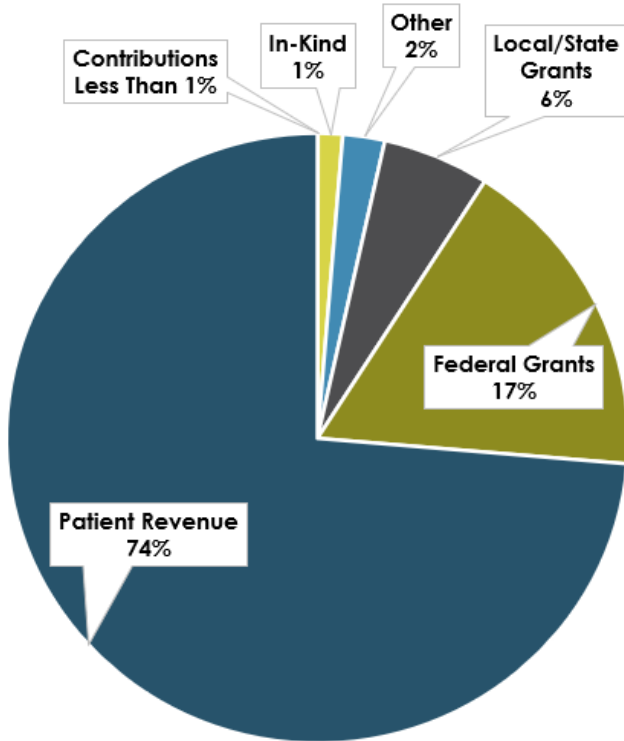
TOTAL VISITS
138,472



INSURANCE INFORMATION

FINANCIALS: AT A GLANCE

TOTAL REVENUE FISCAL YEAR 2022-2023



TOTAL EXPENSES FISCAL YEAR 2022-2023

FAMILY MEDICINE RESIDENCY

AHC's family physician residency program is a three year, post graduate training program committed to fostering compassionate and competent physician leaders within our community. Our primary objective is to develop exceptional family physicians dedicated to providing high-quality care.

Launched in 2021, our residency program is affiliated with the MyMichigan Midland Family Medicine Residency Program and the Michigan State University College of Human Medicine. Our family medicine residency emphasizes training family physicians in the full-spectrum care of a diverse patient population while experiencing the realities of practicing in a rural setting. Research indicates that physicians who train in underserved areas are more likely to practice in similar settings after graduation.

The program is part of Michigandocs.org (MIDOCs), a state-funded program designed to expand graduate medical education residency positions and retain physicians in underserved areas in the state of Michigan. The first two residents to participate in the program are Christian Grant, MD and David Westphal MD, who both made the decision to remain with AHC following graduation in 2024.

AHC's Family Medicine Residency program is made up of hard-working and dedicated individuals who wish to provide care to patients in a rural setting. We have six physicians currently enrolled in our program:

Cohort 1

Christian Grant, MD
David Westphal, MD

Cohort 2

Mark Lemanski, MD
Arman Salim, DO

Cohort 3

Dylan Haas, MD
Ashton Lewandowski, MD

Alcona Health Center Campus

MyMichigan Midland

**FAMILY MEDICINE
RESIDENCY**

FIVE STAR
★★★★★
PATIENT REVIEW

"Dr Westphal was wonderful. He asked a lot of questions to help figure out my needs. I was impressed, first visit, we covered a lot of ground. Dr. LeFave stopped in and they worked together to help me. I was very pleased!" OSSINEKE

Alcona Health Center

OUR WORKFORCE

Making northern Michigan a place where people are healthy, safe, and cared for takes a lot of hard work from a lot of dedicated people. AHC has a committed and talented staff of 370+ who mirror the communities of the patients we serve. Our staff is a team of highly trained, passionate and dedicated professionals committed to community while focused on mission. We are always looking for ways to provide educational opportunities, learning, and trainings that help employees meet their individual goals. From opportunities for apprenticeship programs to internships, AHC is invested in the long-term success of our employees and in-turn our community.



"Amazing staff! They are very welcoming, professional, and I felt very comfortable going there. I am happy to have them as my new primary care medical center." HARRISVILLE

ON-THE-JOB LEARNING OPPORTUNITIES

We offer apprenticeship programs—for medical assistant, dental assistant, community health worker, and pharmacy technician. These earn-while-you-learn programs are all-encompassing, including classroom instruction, supplies, and hands-on training. Once successfully licensed or certified, participants transition to positions within our clinics.



Emily Gauthier was in the first cohort of our Medical Assistant Apprenticeship Program. Upon completion, she is now credentialed as Certified Clinical Medical Assistant and is working in our Lincoln office.

FIVE STAR
★★★★★
PATIENT REVIEW

"First visit. Dr Day was great. His nurse Pam was great. Office staff... Yup, great!" PICKFORD

FIVE STAR
★★★★★
PATIENT REVIEW

"Professional, courteous, timely, and thoughtful. I'm much happier here." PELLSTON

FIVE STAR
★★★★★
PATIENT REVIEW

"Very friendly and helpful team. They took great care of my father. Location was super convenient. We will definitely be back!" INDIAN RIVER

FIVE STAR
★★★★★
PATIENT REVIEW

"such nice people. I don't feel like just a patient. Doc always remembers me, best dentist I have been to in 20 years" AHC DENTAL OSCODA

Pickford

**Cheboygan
Pellston
Indian River**

**Alpena
Ossineke
Lincoln
Harrisville
Oscoda**

**Community Health Center
of Northern Michigan**

**Petoskey Child Health
Associates**

FIVE STAR
★★★★★
PATIENT REVIEW

"Friendly, professional, prompt service from reception, Medical Assistant and Physician. Took care of me." CHCNM (HARBOR SPRINGS)

FIVE STAR
★★★★★
PATIENT REVIEW

"Amazing staff and Pediatrician's. Thorough examinations and truly care about the health and well-being of their little people." PETOSKEY CHILD HEALTH ASSOICIATES



alconahealthcenters.org

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